

Clinical Center
Outpatient Pharmacy
Patient Guide

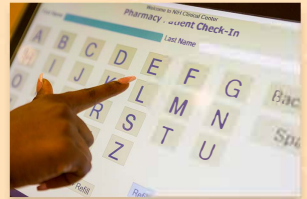


VISITING THE OUTPATIENT PHARMACY

The mission of the NIH Clinical Center Outpatient Pharmacy is to support and conduct clinical research by providing safe, high-quality care – one patient – one medication at a time. We dispense medications and provide medication counseling for outpatients, and inpatients preparing for discharge.

CHECK-IN PROCESS

Step 1 - Sign in at the Kiosk with first and last name. Press the check-in button.



Step 2 - Check in at the transaction window to confirm that you have an active order(s) for your medication(s). You will be given a number.



Step 3 - Check the monitor for your number to be called. Your number will be displayed when your prescription(s) is ready. Numbers may not display in order.

Step 4 – Return to the transaction window when your number appears on the monitor.

HOURS OF OPERATION

Monday - Thursday: 7:30 am – 7:00 pm

Friday: 7:30 am – 8:00 pm

**Saturday/Sunday/
Holiday:** 8:30 am – 2:30 pm

Patients and authorized representatives may pick up medications during normal hours of operation. Please be aware that **a printed hardcopy hand signed by the prescriber is required prior to dispensing a Schedule 2 controlled medication (E.g. Oxycodone, Morphine, Percocet, Hydromorphone, Amphetamines etc.).**

REFILLS:

Call toll free **1-888-465-8208** and follow the system prompts. Refills may be picked up or mailed. **Please allow 7 to 10 business days for mailed refills.**

Medications that have not been picked up within 14 days will be returned to stock unless arrangements have been made with the pharmacy.

Patients who speak a Foreign Language:

Services are available for counseling in languages other than English.

WHY IS MY PRESCRIPTION TAKING SO LONG?

Please see below for a few reasons your prescription(s) may be taking so long:

The Pharmacist may be doing a clinical check. A clinical check is a patient safety requirement for some medications. The check is performed by a Clinical Pharmacist who makes sure that the medication:

- Follows the study protocol
- Is the correct dose and amount
- Has the correct directions for use

The Pharmacist may be waiting for your lab results to make sure the results are safe as it relates to the medicine that you will receive.

The Pharmacist may be waiting for your provider to enter the order or correct the order.

The Pharmacist may need to speak with your Provider to clarify:

- A potentially dangerous drug interaction
- An abnormal lab result
- An allergy you may have to the medication

The Pharmacist may be waiting for your medication to be prepared. Some medications require special preparation before they may be dispensed.

A computer system failure may require us to fill orders using a different procedure which can delay our ability to fill prescriptions in a timely manner.

Contact us: 301-496-2866

Thank you, we look forward to serving you.